

## DAFTAR PUSTAKA

- Akhlaq, A., & Ahmed, E. (2015). Digital commerce in emerging economies Factors associated with online. <https://doi.org/10.1108/IJoEM-01-2014-0051>
- Bojang, I. (2017). Determinants of Trust in B2C e-commerce and their relationship with consumer online trust: A case of ekaterinburg, Russian Federation, 22(May).
- Bollen, K. . (1989). *Structural Equations With Latent Variables*. New York: John Wiley & Sons.
- Cheung, C., & Lee, M. K. O. (2000). Trust in Internet Shopping : A Proposed Model and Measurement Instrument.
- Cheung, C. M. K., & Lee, M. K. O. (2006). Understanding Consumer Trust in Internet Shopping : A Multidisciplinary Approach, 57(4), 479–492. <https://doi.org/10.1002/asi>
- Chinomona, R., & Poee, D. (2013). The Impact of Product Quality on Perceived Value , Trust and Students ' Intention to Purchase Electronic Gadgets, 4(14), 463–472. <https://doi.org/10.5901/mjss.2013.v4n14p463>
- Cook, D. P. (2003). The Role of Third-Party Seals in Building Trust Online, 2(3), 71–84.
- Doorn, J. Van, Mittal, V., & Nass, S. (2010). Customer Engagement Behavior : Theoretical Foundations and Research Directions Customer Engagement Behavior : Theoretical Foundations and Research Directions, (August). <https://doi.org/10.1177/1094670510375599>
- Erkan, I., & Evans, C. (2016). Computers in Human Behavior The in fl uence of eWOM in social media on consumers ' purchase intentions : An extended approach to information adoption. *Computers in Human Behavior*, 61, 47–55. <https://doi.org/10.1016/j.chb.2016.03.003>
- Ferdinand, A. (2006). *Structural Equation Modelling Dalam Penelitian Manajemen*. Semarang: Badan Penerbit Universitas Diponegoro.
- Gefen, D., Karahanna, E., & Straub, D. W. (2003). Trust and TAM in online shopping : an integrate mode, 27(1), 51–90.
- Ghozali, I. (2005). *Aplikasi Analisis Multivariate Dengan Program SPSS*. Semarang: Badan Penerbit Universitas Diponegoro.
- Gura~u, C. (2012). A life-stage analysis of consumer loyalty profile : comparing Generation X and Millennial consumers, 29(2), 103–113. <https://doi.org/10.1108/07363761211206357>
- Hair Jr, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2014). *Multivariate Data Analysis* (Seventh Ed). Harlow: Pearson New International Edition.

- Heinonen, K. (2011). Consumer activity in social media : Managerial approaches to consumers ' social media behavior, 364, 356–364. <https://doi.org/10.1002/cb>
- Hennig-Thurau, T., Gwinner, K. P., Walsh, G., & Gremler, D. D. (2004). Electronic word-of-mouth via consumer-opinion platforms: What motivates consumers to articulate themselves on the Internet? *Journal of Interactive Marketing*, 18(1), 38–52. <https://doi.org/10.1002/dir.10073>
- Houston, M. J. (2016). A Paradigm for Research on Consumer Involvement, (June).
- Jalilvand, M. R., & Samiei, N. (2012). The effect of electronic word of mouth on brand image and purchase intention An empirical study in the automobile. <https://doi.org/10.1108/02634501211231946>
- Jarvenpaa, S. L., & Vitale, M. R. (2000). Consumer trust in an Internet Store Consumer trust in an Internet store \*. <https://doi.org/10.1023/A>
- Jin, D., Gon, W., & Soo, J. (2007). A perceptual mapping of online travel agencies and preference attributes, 28, 591–603. <https://doi.org/10.1016/j.tourman.2006.04.022>
- Jones, K., Leonard, L. N. K., Jones, K., & Leonard, L. N. K. (2014). Factors Influencing Buyer ' s Trust in Consumer-to- Consumer E Commerce Factors Influencing Buyer's Trust In Consumer to Consumer Ecommerce, 4417(March). <https://doi.org/10.1080/08874417.2014.11645724>
- Jr., M. R., & Schel, G. P. (2004). *Management Information Systems* (Ninth). New Jersey : Pearson Education Inc.
- Kamal, F. F. (1999). *Cyber Business* (ed 3). Jakarta: Alex Media Komputindo.
- Koufaris, M., & Hampton-sosa, W. (2004). The development of initial trust in an online company by new customers, 41, 377–397. <https://doi.org/10.1016/j.im.2003.08.004>
- Krishnamurthy, S., & Dou, W. (2008). Note from Special Issue Editors, 37–41. <https://doi.org/10.1080/15252019.2008.10722137>
- Latan, H. (2013). *Model Persamaan Struktural Teori dan Implementasi AMOS 21.0*. Bandung: Penerbit Alfabeta.
- Lee, M. K. O., & Turban, E. (2001). A Trust Model for Consumer Internet Shopping, (May).
- Lenhart, A., Purcell, K., Smith, A., & Zickuhr, K. (2010). Social Media & Mobile Internet Use Among Teens an Young Adults, 01.
- Ma, L., Sun, B., & Kekre, S. (2015). The Squeaky Wheel Gets the Grease — An Empirical Analysis of Customer Voice and Firm Intervention on Twitter, (September).

- McCole, P., Ramsey, E., & Williams, J. (2010). Trust considerations on attitudes towards online purchasing: The moderating effect of privacy and security concerns. *Journal of Business Research*, 63(9–10), 1018–1024. <https://doi.org/10.1016/j.jbusres.2009.02.025>
- Mcknight, D. H., Choudhury, V., & Kacmar, C. (2002). Developing and Validating Trust Measures for e-Commerce: An Integrative Typology, 334–359.
- Meskaran, F., Ismail, Z., & Shanmugam, B. (2013). Online Purchase Intention: Effects of Trust and Security Perception, 7(6), 307–315.
- Mittal, B. (1989). Measuring Purchase-Decision Involvement, 147–162.
- Mosawi, N., Shahzad, A., Golamdin, A. G. B., Pasha, A. T., & Sheikh, A. A. (2016). Third Party Recognition, Perceived Product Related Risk, and Perceived Ease of Use among the Online Consumer Trust: The Moderating Role of Internet Third Party Recognition, Perceived Product Related Risk, and Perceived Ease of Use among the Online Co, (January).
- Palmer, J. W., Bailey, J. P., & Faraj, S. (2000). The role of intermediaries in the development of trust on the WWW: the use and prominence of trusted third parties and privacy statements. *Journal of Computer Mediated Communication*, 5(3).
- Parment, A. (2013). Generation Y vs. Baby Boomers: Shopping behavior, buyer involvement and implications for retailing. *Journal of Retailing and Consumer Services*, 20(2), 189–199. <https://doi.org/10.1016/j.jretconser.2012.12.001>
- Pavlou, P. A., & Gefen, D. (2004). Building Effective Online Marketplaces with Institution-Based Trust, 15(1), 37–59. <https://doi.org/10.1287/isre>.
- Prasad, S., Gupta, I. C., & Totala, N. K. (2017). Social media usage, electronic word of mouth and purchase-decision involvement. <https://doi.org/10.1108/APJBA-06-2016-0063>
- Purnasari, H., & Yuliando, H. (2015). How Relationship Quality on Customer Commitment Influences Positive e-WOM, 3, 149–153. <https://doi.org/10.1016/j.aaspro.2015.01.029>
- Raman, A. (2015). Web Services and e-Shopping Decisions: A Study on Malaysian e-Consumer Web Services and e-Shopping Decisions: A Study on Malaysian e-Consumer, (December).
- Ray, I., Ray, I., & Natarajan, N. (2005). An anonymous and failure resilient fair-exchange e-commerce protocol, 39, 267–292. <https://doi.org/10.1016/j.dss.2003.10.011>
- Salam, A. F., Rao, H. R., & Pegels, C. C. (2003). Consumer-Perceived Risk in E-Commerce Transactions, 46(12), 325–332.
- Sekaran, U., & Bougie, R. (2013). *Research Methods for Business: A Skill Building Approach* (Seventh Ed). New York: Wiley.

- Sofie, Y. (2003). *Consumer Protection and its Legal Instruments*,. Bandung: PT. Citra Aditya Bakti.
- Stewart, K. J. (2001). Trust Transfer on the World Wide Web, (June).
- Surekha, D. (2010). *Consumers Awareness about Rights and Grievance Redressal*. India.
- Tuteja, G. (2016). Consumer Trust in Internet Shopping: An Empirical Investigation, 53. <https://doi.org/10.1177/0971890716670723>
- Wahyuni, E. S. (2003). *Aspect of Certificate and its Connection to Consumer Protection*. Bandung: PT. Citra Aditya Bakti.
- wu, P. C. s., & Wang, Y. C. (2011). The influences of electronic word-of-mouth message appeal and message source credibility on brand attitude. *Asia Pacific Journal of Marketing and Logistics*, 23(4), 448–472. <https://doi.org/10.1108/13555851111165020>
- Xiang, Z., & Gretzel, U. (2010). Role of social media in online travel information search. *Tourism Management*, 31(2), 179–188. <https://doi.org/10.1016/j.tourman.2009.02.016>
- You, Y., Vadakkepatt, G. G., & Joshi, A. M. (2015). A Meta-Analysis of Electronic Word-of-Mouth Elasticity. *Journal of Marketing*, 79(2), 19–39. <https://doi.org/10.1509/jm.14.0169>
- Zhang, J. Q., Craciun, G., & Shin, D. (2010). When does electronic word-of-mouth matter? A study of consumer product reviews ☆. *Journal of Business Research*, 63(12), 1336–1341. <https://doi.org/10.1016/j.jbusres.2009.12.011>

